

POSITION TITLE:	Victim Support Worker
FTE:	0.80 (30.4 hours per week)
CLASSIFICATION:	
DIVISION:	Trauma and Recovery, Community Services and Business Development
PROGRAM:	Victims Assistance Program
LOCATION:	Hybrid, in accordance with the Windermere Ways of Working with your primary location being the Eastern Melbourne region, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
TENURE:	Ongoing
DATE:	June 2025

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities.

Our Vision:

A stronger, connected and supported community.

Our Promise:

Our many services working together with you for a better life.

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Community Engagement and Consultation	<ul style="list-style-type: none"> Engage and educate external stakeholders about VAP, building understanding of the Victims Charter, the role of victims' assistance with victims of violent crime. 	<ul style="list-style-type: none"> External Stakeholders have increased understanding of the VAP program and referral pathways. Increased referrals.
Operational day to day service provision of VAP services	<ul style="list-style-type: none"> Assist victims to effectively manage the damaging consequences of violent crime. Provide a high-quality holistic service that meets the practical, physical, emotional, and psychological needs of victims. Provide psychological first aid to victims as required. Complete a care plan for the victim. Complete a risk assessment for the victim. Link victims with community resources as per their care plan. Advocate on behalf of the victim as required and appropriate. Attend appointments with victims including medical and legal as required. Liaise with other victim services including Family Violence and Sexual Assault Services. Utilise brokerage to purchase goods and services as identified in the care plan. Contribute to the design and implementation of the community education program. Attend relevant network meetings as delegated by the Coordinator or 	<ul style="list-style-type: none"> Complete all program specific administrative tasks within the required time frames. All data is entered to RESOLVE as per program KPIs. Complete intake and assessment paperwork. Victim details including case notes entered within 3 working days. Care plans drawn up as discussed with victim, subject to regular monitoring and review. Assist in the review of the resource directory. Provide Intake as per rostered duty. Provide Outreach services in response to victim preference and at other nominated sites. Provide consistent information in relation to the criminal justice system, VOCAT and other legal processes. Liaise with other service providers including psychologists. Research current literature re community education programs in relation to impact of violent crime on individuals, families and the community.

	<p>Manager.</p> <ul style="list-style-type: none"> • Undertake Intake and Assessment duties as required as part of the VAP team (may occur from time to time when there are critical incidents). • Provide service in accordance with relevant legislation and the Victims Charter Act 2006. • Provide service in accordance with the DOJCS Service Standards, Program Guidelines, and Practice Manual for Victim Support Services Victoria. • Provide service in accordance with Windermere VAP internal processes and work instructions. • Keep accurate and up to date consumer files and case notes – assist with RESOLVE data management. • Seek guidance and advice in relation to difficult situations within an appropriate time frame from the VAP Team Leader and/ or Manager. 	<ul style="list-style-type: none"> • Seek out opportunities to inform and advocate.
Team Responsibilities	<ul style="list-style-type: none"> • Develop and maintain professional relationships with internal and external stakeholders. • Assist in the induction and mentoring of new staff in relation to case management procedures. • Complete other duties as requested by VAP Team Leader and/or Manager. • Positively contribute to the culture and spirit of the VAP team, work environment and to Windermere. • Contribute to productive and positive team meetings. 	<ul style="list-style-type: none"> • Contribute to the development of procedures and systems within this program. • Submit time sheets on time. Apply for all leave on ConnX and provide all supporting documents. • Positively embrace and adopt change as it occurs.
Quality and Risk	<ul style="list-style-type: none"> • Provide VAP services in accordance with Windermere Policy & Procedures. • Understand and implement VAP DOJCS service standards and accreditation standards. • Participate the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments & accreditation processes. • Participate in quality and accreditation self-assessment(s) and support 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure work practices comply with Windermere's Continuous Quality Improvement principles. • To positively embrace and adopt change as it occurs. • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set.

	<p>implementation of agreed improvements.</p> <ul style="list-style-type: none"> Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required. Manage complaints or grievances within Windermere policies. 	
Community Engagement and Consultation	<ul style="list-style-type: none"> Engage and educate external stakeholders about VAP, building understanding of the Victims Charter, the role of victims' assistance with victims of violent crime. 	<ul style="list-style-type: none"> External Stakeholders have increased understanding of the VAP program and referral pathways. Increased referrals.
Operational day to day service provision of VAP services	<ul style="list-style-type: none"> Assist victims to effectively manage the damaging consequences of violent crime. Provide a high-quality holistic service that meets the practical, physical, emotional, and psychological needs of victims. Provide psychological first aid to victims as required. Complete a care plan for the victim. Complete a risk assessment for the victim. Link victims with community resources as per their care plan. Advocate on behalf of the victim as required and appropriate. Attend appointments with victims including medical and legal as required. Liaise with other victim services including Family Violence and Sexual Assault Services. Utilise brokerage to purchase goods and services as identified in the care plan. Contribute to the design and implementation of the community education program. Attend relevant network meetings as delegated by the Coordinator or 	<ul style="list-style-type: none"> Complete all program specific administrative tasks within the required time frames. All data is entered to RESOLVE as per program KPIs. Complete intake and assessment paperwork. Victim details including case notes entered within 3 working days. Care plans drawn up as discussed with victim, subject to regular monitoring and review. Assist in the review of the resource directory. Provide Intake as per rostered duty. Provide Outreach services in response to victim preference and at other nominated sites. Provide consistent information in relation to the criminal justice system, VOCAT and other legal processes. Liaise with other service providers including psychologists. Research current literature re community education programs in relation to impact of violent crime on individuals, families and the community.

	<p>Manager.</p> <ul style="list-style-type: none"> • Undertake Intake and Assessment duties as required as part of the VAP team (may occur from time to time when there are critical incidents). • Provide service in accordance with relevant legislation and the Victims Charter Act 2006. • Provide service in accordance with the DOJCS Service Standards, Program Guidelines, and Practice Manual for Victim Support Services Victoria. • Provide service in accordance with Windermere VAP internal processes and work instructions. • Keep accurate and up to date consumer files and case notes – assist with RESOLVE data management. • Seek guidance and advice in relation to difficult situations within an appropriate time frame from the VAP Team Leader and/ or Manager. 	<ul style="list-style-type: none"> • Seek out opportunities to inform and advocate.
<p>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.</p>	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. • Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews. • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.

	<ul style="list-style-type: none"> • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	
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The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

4. CAPABILITY FRAMEWORK MAPPING

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

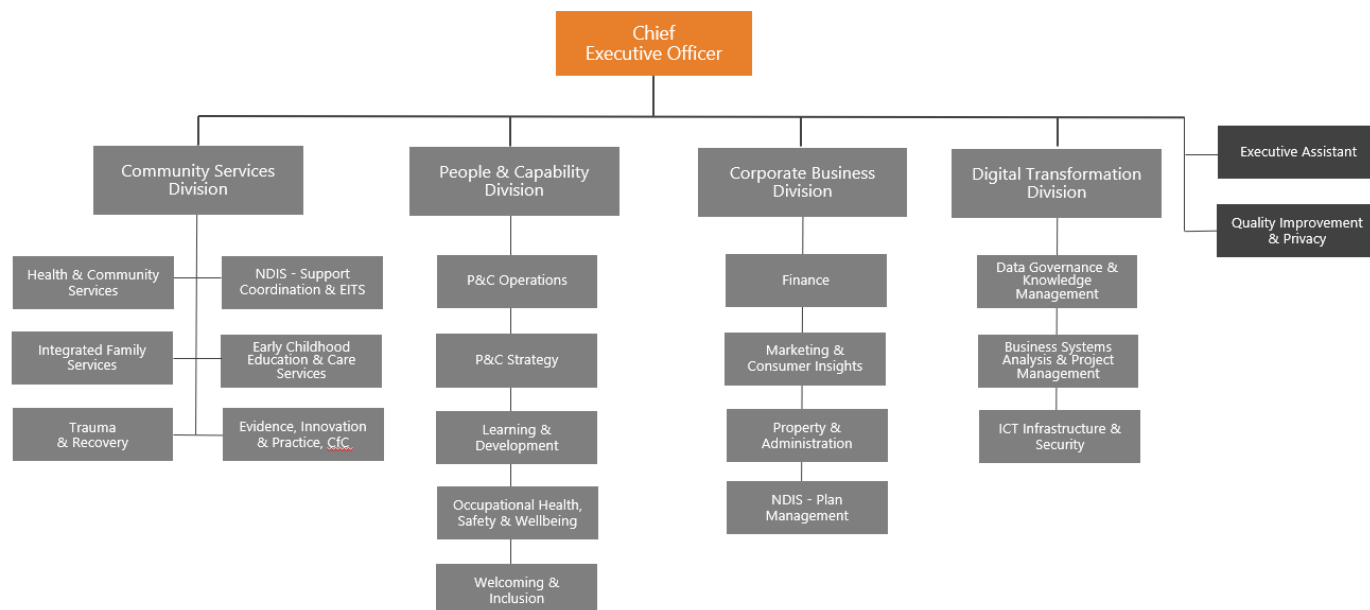
- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles
- learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles
- workforce planning by identifying current and future workforce capability needs and gaps

This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Intermediate
2	Adaptability	Foundation
3	Innovation & Continuous Improvement	Foundation
4	Collaboration	Foundation
5	Vision & Strategic Drive	Foundation
6	Leadership	Foundation

5. ORGANISATIONAL RELATIONSHIPS

Organisational Structure



LINE MANAGER:

Team Leader – VAP West

SUPERVISES:

Nil

INTERNAL RELATIONSHIPS:

VAP Service Manager, VAP team members, other Windermere staff, including People and Capability and Payroll.

EXTERNAL RELATIONSHIPS:

DoJCS, Victim's Helpline, Victoria Police, local solicitors and counsellors, other community stakeholders, including local FV service providers.

6. KEY SELECTION CRITERIA

- Tertiary qualifications in Social Work, Social Welfare or relevant equivalent (meeting the minimum requirements for working as a Family Violence specialist).
- Minimum 3 years' experience within the community sector, preferably in a trauma related field.
- Case management, intake and assessment experience.
- Risk identification and management capability, including confidence with the MARAM framework.
- Capability to engage in community engagement and education.
- Ability to provide tailored support to victims of crime from diverse backgrounds and communities.
- Excellent verbal and written communication skills
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence
- Willingness to undertake relevant pre-employment screening and checks, Police Check, Pre-Employment Medical and Working with Children's check
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

7. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____